

Alere Frequently Asked Questions

The State of Delaware has partnered with Alere, a leading provider of health and wellness solutions, to administer the Condition Care Programs, as well as the other services offered through Dela**WELL**. **The condition care programs that members were enrolled in through the Blue Cross and Aetna medical plans ended June 30. With that said, we are offering the opportunity for members who were enrolled in one of the Blue Cross or Aetna programs to transition and enroll in one of the new Alere Condition Care programs.**

Below are questions and answers that will help employees understand the Alere health benefit:

Q: What is the goal of the program? A: The goal is to help you stay healthier, feel better and enjoy the best quality of life possible. To accomplish this, you will learn more about your condition, how to recognize symptoms, avoid complications and lead a healthy lifestyle.

Q: Who is providing the program? A: The State of Delaware has partnered with Alere to provide these services to you. Alere is a leader in personal health support services, available to help you reach your individual health goals. Their personalized programs were designed to help you determine what changes you feel ready to make, set realistic manageable goals and give you the tools to be successful.

Q: Who can participate in this program? A: Eligible members and their dependents 18 years of age or older who are benefit eligible and enrolled in a State of Delaware Group Health Plan can participate. The asthma program is available to members and their dependents 6 years of age or older.

Q: Which diseases will be addressed by the program? A: Diabetes, asthma, coronary artery disease (CAD), chronic obstructive pulmonary disease (COPD), heart failure, back pain and osteoarthritis.

Q: How will Alere learn about my health? A: Information is provided to Alere in a confidential manner directly from your health plan (Aetna or Blue Cross Blue Shield of DE). Alere may also receive information in the form of a referral from your physician or case management program. The information will indicate if you may be a candidate for this program.

Q: Will my personal medical information be kept private? A: Yes. Any information you share is strictly confidential and only shared with your doctor to determine the best treatment plan for you. Alere understands and respects the confidentiality of all personal health information and their programs are in full compliance with all Health Information Privacy and Accountability Act (HIPAA) regulations.

Q: What can I expect? A: The program gives you access to a 24/7 support system of registered nurses, dietitians and other health educators who can help you create a plan to manage your specific health condition. You can also contact them when you have a question or issue regarding medications, complications or treatment.

Q: Are there any costs? A: This program is provided at no additional cost as part of your health care benefits.

Q: Do I have to talk to the nurse about my medical history? A: Based upon your individual needs, your nurse may ask to discuss your medical history so that he or she can help you learn how to best take care of yourself.

Q: Will this replace the medical care I'm receiving from my doctor? A: No. This program is an added benefit designed to support the treatment plan prescribed by your personal physician. It is recommended that you talk openly with your doctor about what you've learned from the program.

Q: How do I get started? A: If you are identified as a candidate for this program, an Alere specialist will contact you to conduct a brief health condition assessment by phone. Then, you will receive a program welcome packet by mail. An invitation has been mailed to you, you don't have to wait for a call. You may call (866) 674-9103 to talk with an Alere specialist now or visit <https://delawell.alerehealth.com>.